



Accessible Transportation Planning and Reporting Regulation

Progress Report

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1 GENERAL

Aer Lingus have documented an accessibility customer journey. Opportunities for improvement and new initiatives identified will contribute the creation of an Accessibility Customer Strategy. The OpenDoors Organization will provide guidance and direction to Aer Lingus on the roadmap for this strategy and further prioritised goals.

1.1 FEEDBACK PROCESS

If you wish to contact Aer Lingus to discuss any aspects of this plan, to provide feedback or to request an alternate format of the plan or the feedback process, please contact our Customer Relations team on any of the communications channels below, whether it is sent anonymously or not.

Email: Cta.accessibility@aerlingus.com

Social Media; Facebook Messenger, X, WhatsApp, Chat to an agent Mon–Sun 7am–10pm (Irish Time). Chat to our bot 24/7

Tel.: (516) 622-4228 open 24 hours, 7 days or toll free on (877) 351-6882

Post: Accessibility Officer, Customer Experience Team, Aer Lingus, Level 2 Shamrock House, Dublin Airport, Co Dublin, K67 A2N5, Ireland.

1.2 FEEDBACK RESPONSE

After collecting a customer's feedback from different sources, trained Aer Lingus employees will assess, acknowledge and reply. The expected response time to specific questions may vary depending on the scope of the feedback.

We will take received feedback into consideration when publishing our progress reports and implementing the accessibility plan.

2 PROVISIONS OF CTA ACCESSIBILITY-RELATED REGULATIONS

The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) made under ss.170(1) of the Canada Transportation Act apply to Aer Lingus flights to and from Canada.

As a large foreign carrier, Aer Lingus is subject to requirements in Parts 1 and 2 of this regulation for all flights operated to, from and within Canada.

3 INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

3.1 PLANNED INITIATIVES

Barrier	Desired Outcome	Target Date	Status
Special assistance forms	Improved accessibility	Q4 2023 Revised to Q4 2024	Ongoing
Calendar content	Address challenges for keyboard users on some of the website calendars.	Q4 2023 Revised to Q4 2024	See below
Flight search results page	Improvement to voice recognition and users of screen magnification	Q4 2023 Revised to Q4 2024	See below
Flight payment page	Improvement to the payment page for customers using screen readers	Q4 2023 Revised to Q4 2024	See below

A new mobility assistance form is fully integrated with the reservations system which simplifies the process for these types of assistance requests and a sample is in APPENDIX I. Updates to forms for other types of special assistance (such as oxygen requests) are under consideration.

With respect to the other ICT initiatives, Aer Lingus have determined that external support is needed and is the process of sourcing a suitable provider.

4 COMMUNICATION, OTHER THAN ICT

Barrier	Desired Outcome	Target Date	Status
Menus	Provide menus in accessible format as standard when menus are published	Q4 2023	Ongoing
Voice relay service	Improve service assistance for customers with hearing or speech disabilities. Explore options and consult prior to any planned implementation.	Q1 2024	Go live planned for Q3 2024
Information video	Create information video with signing and add this to the website and IFE	Q4 2025	

Menus

Business class menus are now available in an accessible PDF format on the Aer Lingus website. Food offering in economy class is also available on an accessible format on the website. Further user testing with NVDA Screen Reader (SR) on Chrome + Edge through our initial engagement with Vision Ireland, has identified further improvements which are in progress.

WiFi is available on board, and for customers who avail of it can peruse the menu independently on their own devices or with the assistance of our crew.

Voice relay service

Aer Lingus have partnered with SignLive UK to offer Irish Sign Language and British Sign Language interpretive services to customers via our Customer Contact Centre. Training is in progress with our Contact Centre employees to ensure they are fully informed of the service and competent to initiate call back services to customers when required. Go Live is scheduled for June 2024.

PRM Assist

Aer Lingus have partnered with PRM Assist who provide solutions for for customers departing from Dublin Airport and airport and airline staff. More information is available [HERE](#). This is a phased project with phase 1 now complete. With a direct connection from our reservations system, any special assistance requests received by Aer Lingus are shared with PRM Assist and the services provider at Dublin Airport at the time of confirmation. The app facilitates customers to provide additional information if they choose, receive real time wait times on their

assistance and manage any travel requests in one location. The service providers at Dublin Airport have greater advance visibility on assistance requests which enables more efficient resource planning and improved customer experience at the airport.

5 PROCUREMENT OF GOODS, SERVICES AND FACILITIES

Barrier	Desired Outcome	Target Date	Status
Embed accessibility in the procurement process	Review and analysis of current procurement policy to determine any non-compliance with accessibility goals	Q4 2024	Ongoing
	Include accessibility into procurement templates, similar to company documentation	Q4 2023	Ongoing

Aer Lingus procurement is governed and coordinated centrally within the IAG Group (International Airlines Group).

For new and renewing contracted ground handling companies and airports in North America, IAG now require an Accessibility Self-Assessment Document to be completed. The document includes questions relating to their training, facilitation, equipment and community engagement. The responses form part of the RFP and selection process for accessibility services for Aer Lingus customers.

6 DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

Barrier	Desired Outcome	Target Date	Status
Consultation	Review training to identify any further improvements	Q4 2024	In progress

A new internal working group has been established specially to review and reform disability awareness training and training for employees in customer facing roles. (Cabin Crew, Ground Operations, Customer Contact Centre).

Our cabin crew recurrent training programme has already been revised and delivered in Q2 2024 with other roll outs planned for Q4.

Aer Lingus will engage with OpenDoors Organization in Q3 2024; a non-profit organisation who provide training consultation and guidance on international legislation. They will be invited to review and advise on improvements on the Aer Lingus training programmes.

7 TRANSPORTATION

Aer Lingus operate scheduled flights to/from Toronto Pearson Airport. Aer Lingus continues to review the proposed improvements planned in Toronto Pearson including improvements at curbside for accessible seating and parking, and designated pathways. Their Accessibility Plan is available [HERE](#)

8 BUILT ENVIRONMENT

Barrier	Desired Outcome	Target Date	Status
Lavatory call bells	Include call bells in the design specification as standard for all future aircraft ordered after	Q2 2023	Complete
Seat map	Update seat maps to included clearer indication of the location of lavatories on aircraft	Q4 2023	Complete

Lavatory Call Bell

Lavatory call bells have been added to the design specifications as standard for future aircraft orders. There are no new aircraft orders in progress at the moment. A new role of Cabin Interiors Specialist has been created and appointment will be made in June 2024.

Seat Maps

Aircraft seat maps have been corrected and updated to clearly identify accessible toilets.
https://www.aerlingus.com/media/pdfs/aerlingus_seat_maps.pdf

9 FEEDBACK INFORMATION

All feedback received electronically generates an automatic case number by email to the customer. All customers who submitted feedback described in this section received a written response, and or a telephone call.

Enquiry - Dietary

Customer enquiry regarding nut-free meals. Aer Lingus cannot guarantee nut free meals on board flight.

Arrivals - Toronto Pearson

Complaints (3) related to the wait time for assistance on arrival, and the PRM service at immigration. The issues raised were addressed with local management and the PRM service provider at Toronto Pearson.

Mobility Device - Damage

A customer's wheelchair was damaged during travel. On arrival at Toronto Pearson, the backrest and shoulder harness were not attached. Full payment for replacement parts for the wheelchair was promptly issued to the customer to their satisfaction.

10 CONSULTATIONS

Barrier	Desired Outcomes	Target Date	Status
Absence of a regular, formalised consultation process	Formalise our consultation process with disability groups	Q3 2023	Ongoing
Voice of the Customer Survey	Improved feedback opportunities for customers with disabilities	Q1 2024	Not Implemented

Consultation & Engagement

An internal Accessibility Steering Group was established in Aer Lingus in August 2023 with representatives from all business areas including employees with physical and hidden disabilities. The purpose of the steering group is to give guidance and direction to the company on all matters relating to customer accessibility including regulatory changes, new initiatives, and feedback monitoring.

Aer Lingus as the official sponsor of the Irish Paralympic Team will welcome the Irish delegation onboard at least 10 scheduled flights from 05 Aug 24- 09 Sep 24 to Paris, France. The preparation and planning for the carriage of their mobility devices, additional equipment is in progress.

Aer Lingus are currently working with Vision Ireland and Wayfinding Centre to understand how they can support each other with reciprocal training, equipment, and signage.

<https://f.io/6Jg7rplt>

Aer Lingus are also engaged with Vision Ireland to explore opportunities with their technology audit and assessment services through Vision Ireland and Vially.

Convo, a Deaf owned and led company have been supporting and providing guidance to Aer Lingus on how their services and technology can assist Aer Lingus customers at North American airports.

Aer Lingus will engage with OpenDoors in Q3 2024. They have access to a network of members with disabilities who can provide assistance with testing with screen readers, stick devices, and other technology to review our digital offering. They will also advise best practice on the formalisation of a customer accessibility strategy in Aer Lingus.

Voice of the Customer Survey

In place of additional questions for customer in the existing survey, a new process is in place for categorising and reviewing the feedback from customers.

11 APPENDIX I SPECIAL ASSISTANCE FORM

Special Assistance Request

If you need special assistance on your trip, then provide us with information below at least 48 hours (recommended) in advance of your scheduled departure.

Aer Lingus is committed to respecting your privacy and protecting your personal information. View our privacy statement [here](#).
Please note that all fields are compulsory. A Booking Reference is a 6 character alphanumeric beginning with the number 2.
Only PDF or JPG image files can be uploaded to this form. Word documents are not permitted.

For multiple passenger requests: Due to the variation in individual needs, we ask that you submit individual requests for each passenger.

Booking Details

[Can't find your booking reference?](#)

Select Passengers

Select the passenger needing special assistance. If more than one passenger needs assistance, you will need to request separately.

Outbound

 **Dublin to Amsterdam**
Aer Lingus - EI 6604 - Sat, 30 Jun 2024 - 09:55

Return

 **Amsterdam to Dublin**
Aer Lingus - EI 6605 - Sat, 6 Jul 2024 - 13:15

Please fill in the following details below:

Select what you need assistance with:

Assistance needed
Mobility Assistance

ⓘ Please note that small vehicles powered by batteries such as hover boards, air wheels, solo wheels, Segway's, skateboards, e-scooters, e-bikes, hover karts etc are strictly prohibited.

Will you bring your own mobility device?

Yes No

Is your mobility device a cane, rollator, walker, crutches or similar?

Yes No

Do you wish to request mobility assistance to take you from check in to the gate?

Yes No

Select the type of wheelchair assistance you need:

Select Device
I cannot walk, I am unable to board and disembark

Are you travelling with a companion/ medical escort/ safety assistant who will help you?

Yes No

What is your companion/ medical escort/ safety assistance's booking reference?

Companion's PNR

Who is your companion/ medical escort/ safety assistance?

Companion's Name

What email would you like to be contacted via?

Contact Email

Submit Request

Help us improve forms